

U.S. DEPARTMENT OF STATE

MARCH 2005

State

MAGAZINE

Helsinki

Post of the Month

IN OUR NEXT ISSUE: Presidential Management Fellows



Presidential Management Fellows meet to discuss their individual development plans. From left, Sharon Hsu, Alex Tiersky and Rebecca Hammel.

State

MAGAZINE

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ON THE COVER

Detail of a Helsinki train station.
Photo by Corbis

FROM THE SECRETARY

SECRETARY CONDOLEEZZA RICE



Moving Ahead Together

It is an honor to lead the dedicated men and women of American diplomacy at this time of challenge, hope and opportunity for our country, and for the entire world.

Sept. 11, 2001, was a defining moment for our nation and for the international community. Under the vision and leadership of President Bush, the United States has risen to meet the challenges of our time: fighting tyranny and terror, and securing the blessings of freedom and prosperity for a new generation.

The work that we and our allies have undertaken and the sacrifices we have made, have been difficult, necessary, and right. Now is the time to build on these achievements—to make the world safer, better and more free. We must use American diplomacy to help create a balance of power in the world that favors freedom. The time for diplomacy is now.

Together we will unite the community of democracies in building an international system based on our shared values and the rule of law. We will strengthen the community of democracies to fight the threats to our common security and alleviate the hopelessness that feeds terror. And we will spread freedom and democracy throughout the globe.

In all of these endeavors, the primary instrument of American diplomacy will be the Department of State and the dedicated men and women of its Foreign and Civil Services and Foreign Service Nationals. President Bush and I will expect great things from each of you. This time of great transformation requires transformational diplomacy. More than ever, you will be active in spreading democracy, fighting terror, reducing poverty and helping to protect the American homeland. I will not only look to you to implement policy but to put forward your ideas.

I want you to know that I will have no higher priority than the well-being and personal development of the men and women of the State Department. I know from experience how hard you work and the many risks you take. And I am especially aware of the hardships and sacrifices that your families endure as they also serve our nation. I will personally work to ensure that you have the tools you need to do your jobs—from training to budgets to mentoring to embassy security.

As we work together to advance America's ideals and interests, we will deal with the world as it is. But we will not accept the world as it is. Together, we will serve our wonderful country and the cause of freedom for which it stands. I look forward to working with you in the months and years ahead. ■

Remembering Islamabad, 1979

The article on the survey by the FSI School of Leadership and Management (“Crisis Is Common Denominator of Foreign Service Life,” December 2004) recalled for me my experience and that of 140 colleagues inside a burning embassy under siege

the value of training and about the effects, “lingering and sometimes negative,” those crises had on many. But I believe we would have said also that they taught most of us much about ourselves and our colleagues of whom—many years later—we continue to be proud.

Herb Hagerty
Washington, D.C.

Farewell, Washington Park

I was saddened to see the December article about the destruction of Washington Park for the new chancery. When I was in Rangoon from 1996 to 2000, we knew that the fate of the old chancery downtown was sealed after the Nairobi and Dar es Salaam bombings. After hosting several trips from members of the Overseas Buildings Office to conduct surveys of all government-owned land, we also knew that Washington Park was a goner. My family treasures our four years in Rangoon and I’m sure you will get many similar letters from former occupants of the exquisite housing that made this hardship post more livable.

Becky Thompson
Kabul

Nurse Practitioners

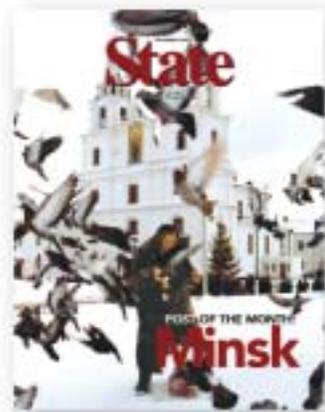
We nurse practitioners were disappointed to be omitted from the director general’s article on specialists, though I am sure you did not intend this as a professional slight. Nurse practitioners are not the same as nurses. The minimum standard of education for a nurse practitioner is a master’s program in advanced practice. The Foreign Service further requires at least four years of experience in health care before employment can even be considered.

Susan B. Summers
*Deputy Director
Continuing Education, Health
Promotion, and Foreign Service
Health Practitioners*

Mea culpa. The director general’s column as drafted did, indeed, include nurse practitioners among the list of specialists. We mistakenly edited out that reference. —The Editor

Correction

James D. McGee, U.S. Ambassador to the Republic of Madagascar, is a career member of the Senior Foreign Service, class of Minister-Counselor.



for more than six hours in Islamabad, Pakistan on Nov. 21, 1979, just 17 very tense days after most U.S. Embassy personnel in neighboring

Iran had been taken hostage. The attack that day was one of many in the Islamic world. In Pakistan, the violence left four of our number dead and several of our buildings and libraries gutted.

We who survived those events and the family separations that followed certainly would have supported the survey respondents’ conclusions about

FROM THE EDITOR

As Iraq approached its Jan. 30 national elections, danger was a fact of life for many Americans serving in the nation. For Joe Cole, the sound of bombs going off and bullets whizzing overhead was all part of a typical workday. It was also a reminder of why he joined the Department—to pursue a “life of significance.”

SA-44. SA-15. SA-39. Find it hard to keep all those annexes straight? Ever dream of the good old days when the Department was a smaller, simpler enterprise? It turns out that our modern office sprawl is nothing new. Since its creation, the Department has had 24 headquarters and more than 130 annexes—from taverns to the “finest office building in the world.”

For history buffs, 1935 is the year Mussolini invaded Ethiopia and Hitler reintroduced the military draft.

Within the Department, 1935 is also remembered for the creation of the Wireless File, the U.S. government news service. This year, the File marks its 70th anniversary as a news source for audiences around the world.

It may just be the internship from heaven. Last fall, one intern at the U.S. Mission to the U.N. in New York got to meet President Bush, discuss her career plans with Ambassador John Danforth and participate in a number of high-level meetings. Sure beats making photocopies.

TALK of the town

Secretary Rice Tells Town Hall Democracy's On the March

In her first meeting with employees Jan. 31, Secretary Condoleezza Rice envisioned an activist Department where success is measured by accomplishments. She also announced that a fellows program is being launched to reach out to young officers.

The new approach to promoting peace and democratic values—transformational diplomacy, as she called it—focuses not just on reporting and analysis but on getting things done.

A relaxed and smiling Secretary spent nearly an hour outlining her plans and taking questions in a packed Dean Acheson Auditorium. She was frequently applauded as she vowed to “take care of the troops” and expounded on broad themes and specific concerns.

Elaborating on remarks she made a few days earlier when she entered the Department on her first day as secretary, she pledged the Department will play a key role in this “very special time” paralleling the Truman-Marshall-Acheson post-war era and the 1989–91 collapse of European and Soviet communism. “This is the time when democracy and freedom can be on the march,” she said, citing the previous

day’s voting in Iraq. “It is also a time,” she added, “when the U.S. can reach out to those in need,” such as those afflicted with HIV/AIDS and tsunami victims.



“We will do everything we can to make sure we have the resources that we need,” the Secretary remarked.

Both groups, the Secretary said, are benefiting from transformational diplomacy. The Department's tsunami relief efforts go beyond just responding, they involve making common cause with other countries—"a coalition of the willing," as she characterized the alliance. In fighting HIV, the Department is doing more than delivering vaccines: it's improving health-care delivery. And as peacekeepers, the Department is training Nigerians and other West Africans to do the job. Transformational diplomacy, she noted, is about partnering, capacity building and breaking old habits as well as crossing disciplines and regional lines.

"The time for diplomacy is now," she proclaimed, adding that State will use diplomacy to engage and literally change the world. "I'm counting on all of you to take on the challenge that we have and leave a transformed world." Every job in the Department is important and requires dedication and hard work, she said.

In return, she promised to be a "people" secretary. "I'm a huge believer in human capital. We can't do anything unless the people are taken care of." To stress that point, the Secretary unveiled a new fellows program—with details to be announced in the weeks ahead—named after her predecessor, Colin Powell.

Responding to American Foreign Service Association President John Limbert's concern that Foreign Service offi-

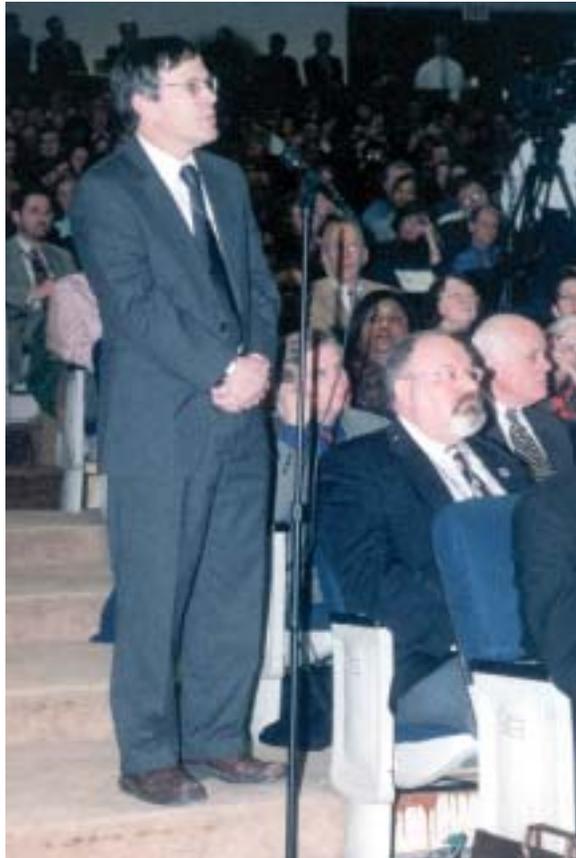
cers take a pay cut when they're assigned abroad, she pledged to keep "coming back to OMB" to match overseas base salaries with Washington locality pay.

In other issues, the Secretary promised to continue the Department's ambitious hiring program, the Diplomatic Readiness Initiative, at a pace that ensures a steady flow of new blood; give high priority to training and security; and strive for a diverse workplace by "going outside normal channels" to promote minority hiring. "It's not a matter of lowering standards," she emphasized.

Questions ranged from the serious—her views on international law and the Israeli-Palestinian conflict—to the frivolous—whether she might play the piano some day for Department employees. Answering a question about public diplomacy, she underscored a strong commitment to exchange programs. "There has to be a conversation" with foreigners, she said, "not a monologue."

Throughout her presentation, the Secretary echoed the Administration's commitment to spread democracy throughout the world to combat oppression and defeat terrorism. We have to

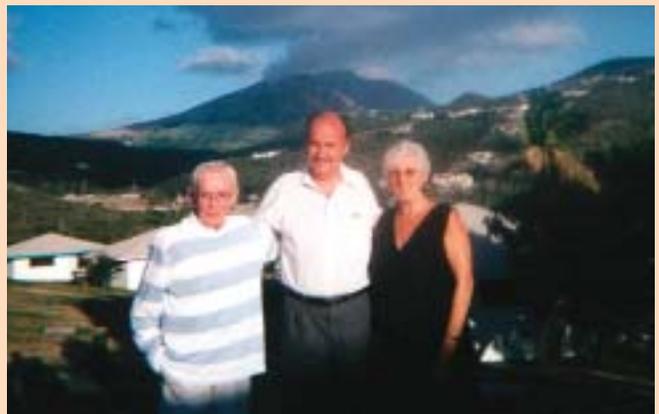
overcome ideologies of hatred, she said, by challenging them with freedom, liberty and truth telling—just as we did in winning the Cold War.



John Heffern from Human Resources questions if there's a trade-off between funding policy and diplomacy and "taking care of the troops."

Nice Day for an Eruption

Consul General Bob Fretz of the U.S. Embassy in Bridgetown, center, stands in front of the Soufriere volcano on the island of Montserrat, a British overseas territory. A plume of smoke rises from the volcano, which has been actively erupting since 1997, causing the evacuation of half the island's population. Mr. Fretz is flanked by American volunteer community wardens Jack Cullen and Carol Osbourne. The U.S. Embassy in Bridgetown's consular district may be the world's most varied, covering seven independent countries, four French islands, three British territories and three Dutch islands.



Hands-on Lab Sharpens Telephone Skills

Whether you're posted in Niamey, Moscow or Baku, telephone problems can throw a major kink into a Foreign Service officer's day. Now, however, embassies around the globe have a new way to quickly deal with the telephone woes that could otherwise cause work to grind to a halt.



Trainee Maroua Issoufou from the U.S. Embassy in Niamey receives his recognition certificate from trainer Angelo Dorto.

The Regional Information Management Center in Frankfurt has created a new telephone lab designed to simulate the phone systems used at embassies around the world. The lab includes phones, voicemail systems, and other overseas services and was created to provide informal post-specific training on fixing telephone problems. Embassy staffers can practice on the lab's equipment, and telephone specialists are on hand to provide expert advice.

"The subject of phones and how to keep them working is a story familiar to the staff of all embassies," says David Hall, an information management specialist in Frankfurt. "Hands-on training in our lab can include adding new phones into the system, moving them from one office to another—because you can't simply pick them up and plug them in elsewhere—and troubleshooting the system when the phones don't work."

The new lab is expected to save the Department money. Training embassy personnel to fix problems independently will reduce telephone outages and the trips telephone technicians have to make to various posts, says Hall.

For budget-conscious embassies, interest in the training is growing. So far, trainees from posts in Niger, Azerbaijan, Uzbekistan, Belarus, Russia and Kazakhstan have taken advantage of the lab, and a limited number of training sessions have been scheduled for this winter.

NEWS FOR RETIREES

Foreign Service and Civil Service retirees of the State Department should keep their eyes out for announcements about innovative ways for staying engaged with the Department. A full package of information will be made available on Foreign Affairs Day, which this year will be on Friday, May 6.

All active duty and retired employees are valuable resources that constitute the Department's Diplomatic Readiness Reserve. Secretary Rice has stressed the importance of this reserve to the Department's current transformational diplomacy mission.

All retirees who are interested in participating in Department activities after retirement, or at least maintaining direct contact, will soon have simple and innovative ways to convey that interest. The Director General will seek your expression of interest in three areas:

Receiving Department news and information updates via personal e-mail addresses;

Engaging in part-time, temporary work in the Department and overseas via the existing "While Actually Engaged" or WAE hiring system; and

Participating in the Department's "Standby Response Corps."

The third opportunity is centered around the Department's new Office of Reconstruction and Stabilization (S/CRS). S/CRS is developing a "Response Corps" of active duty State Department employees and retirees to be available to deploy as first responders to undertake reconstruction and stabilization (R+S) efforts crucial to starting a transition to peace, democracy and a market economy in fragile, failing and failed states. Active duty employees will constitute the "Active Response Corps;" retirees will be part of a "Standby Response Corps" of second responders. The Active and Standby Corps will train and exercise together, augment task force staff or regional and functional bureaus, and reinforce ongoing R+S missions.

And of great importance to all retirees, the Department will be launching an interactive website for retirees that will, among other services, provide electronic access to the Annuitant Electronic Statement, the Official Retirement File, and all relevant forms.

Keep a lookout for announcements about these important innovations and opportunities!



Foreign Service National Employees: Colleagues Who Deserve Our Support

Having spent 13 of the last 17 years overseas, I know from experience our Foreign Service National colleagues are vital to our success. They've served at our embassies and consulates the longest and best understand how to bridge the cultural and political nuances of the host country.

Of approximately 40,000 FSNs employed worldwide by all U.S. agencies, 32,000—80 percent—work for the Department. Their knowledge, special skills and rich network of local contacts are priceless. They share our vision, our challenges, our risks and our burdens.

The recent Asian tsunami disaster is a perfect example. Our FSNs worked tirelessly to coordinate our response with host governments, other agencies and nongovernmental organizations. They were essential in helping injured, stranded or displaced Americans as well as providing reassurance and comfort to Americans here at home frantically seeking news about family and friends in the stricken region. They helped earn the gratitude of the afflicted nations.

Other examples abound. When a young man phoned his parents from India and suggested that he might commit suicide, Poonam Jain of New Delhi's consular section used her extensive contacts to trace the call and locate the despondent youth. Then by ensuring he received medical attention, Ms. Jain almost certainly saved his life.

Veronica Martins, an economics specialist in Praia, used her contacts to obtain a U.S. Customs inspection of a detained shipment of Cape Verdean goods, saving the contract of a small business and sustaining the business-to-business ties that secure the prosperity and economic opportunity for people around the world.

When the U.S. Embassy in Bangui went on ordered departure in late 2002 our FSNs maintained the daily operations with oversight by the embassy in nearby Yaounde and intermittent visits by some American staff. In a January 2003 trip report, the FSNs were commended for safeguarding and caring for the embassy while the American staff was away. There were no major problems when management ended the departure in October 2004 and one American officer arrived at post on Jan. 21 to resume operations.

An FSN in Estonia convinced reluctant officials there that HIV/AIDS is as much a threat to that nation as it is elsewhere throughout the world. Ms. Taimi Alas of the U.S. Embassy in Tallinn's economic section cajoled, counseled, prodded and assisted her many contacts in the Estonian government. In late 2002, thanks in part to her efforts, Estonia became the first country in the region to receive support from the U.N. Global Fund on HIV, AIDS and Tuberculosis.

Ahn Chan Mo, an FSN in the public affairs section at the U.S. Embassy in Seoul, revolutionized the way the embassy reaches out to young Koreans. Through an Internet program that opens a dialogue between embassy officials and Internet-savvy Koreans—many critical of our mission—the full story on U.S. policy is now being communicated.

Water, food and electrical shortages can have a severe impact on an embassy's operations. As Haiti descended into chaos in late 2003, motor pool supervisor Herve Saint-Jean's leadership inspired his staff to sustain these lifelines, delivering food and water to our mission community and maintaining transportation for our Diplomatic Security agents and U.S. Marines.

Contacts once again played an essential role in resolving conflicts in the Middle East. Ibrahim Jibril Dalalshé's efforts in opening new channels of communication gave the Department an edge in peacefully resolving some difficult issues.

Regrettably, FSNs also share our sorrow.

Four FSNs assigned to the general service office and the motor pool and an FSN contract guard were killed and 10 were injured Dec. 6 when terrorists attacked our Consulate General in Jeddah, Saudi Arabia.

The Department also lost a promising colleague when Ezgi Ozen Gumsoglu, an FSN from Istanbul, died in the tsunami disaster while vacationing in Phuket. For many years, our outstanding FSNs in Turkey have provided exceptional support for the United States.

Our hearts go out to their families, friends and colleagues.

Some may need assistance beyond what U.S. law allows the Department to provide from appropriated funds. For such cases, the Department established the Foreign Service National Emergency Relief Fund. In recent years, the fund has disbursed more than \$300,000 in payments to our FSNs and their families in 22 countries. The beneficiaries of your generosity have included victims of floods in Dhaka, Djibouti and Port-au-Prince; of hurricanes in Grenada; of an earthquake in Algiers; and of civil unrest in Monrovia. The fund is administered by Donna Bordley in Resource Management with advice and support from the Office of Overseas Employment and the regional bureaus.

The Fund needs your help to meet the needs of the Jeddah victims and their families and relief to those ravaged by the Asian tsunami and the floodwaters in Guyana.

I encourage all American mission personnel and retirees to contribute by check, credit card or payroll deduction. All FSNs and locally employed staff can contribute including by cash in local currency or by establishing a deposit account with their cashier.

For more information about the Fund refer to the Dec. 27 Department notice 1004_12_066, the Dec. 14 cable or contact the gift fund coordinator at bordleyds@state.gov or by fax at (202) 647-8194.

Our FSNs make an invaluable contribution to the Department and they deserve our support in this time of need. ■

*Coastal Galleasses in
Helsinki Harbor.*



PHOTOGRAPH: CORBIS

POST OF THE MONTH

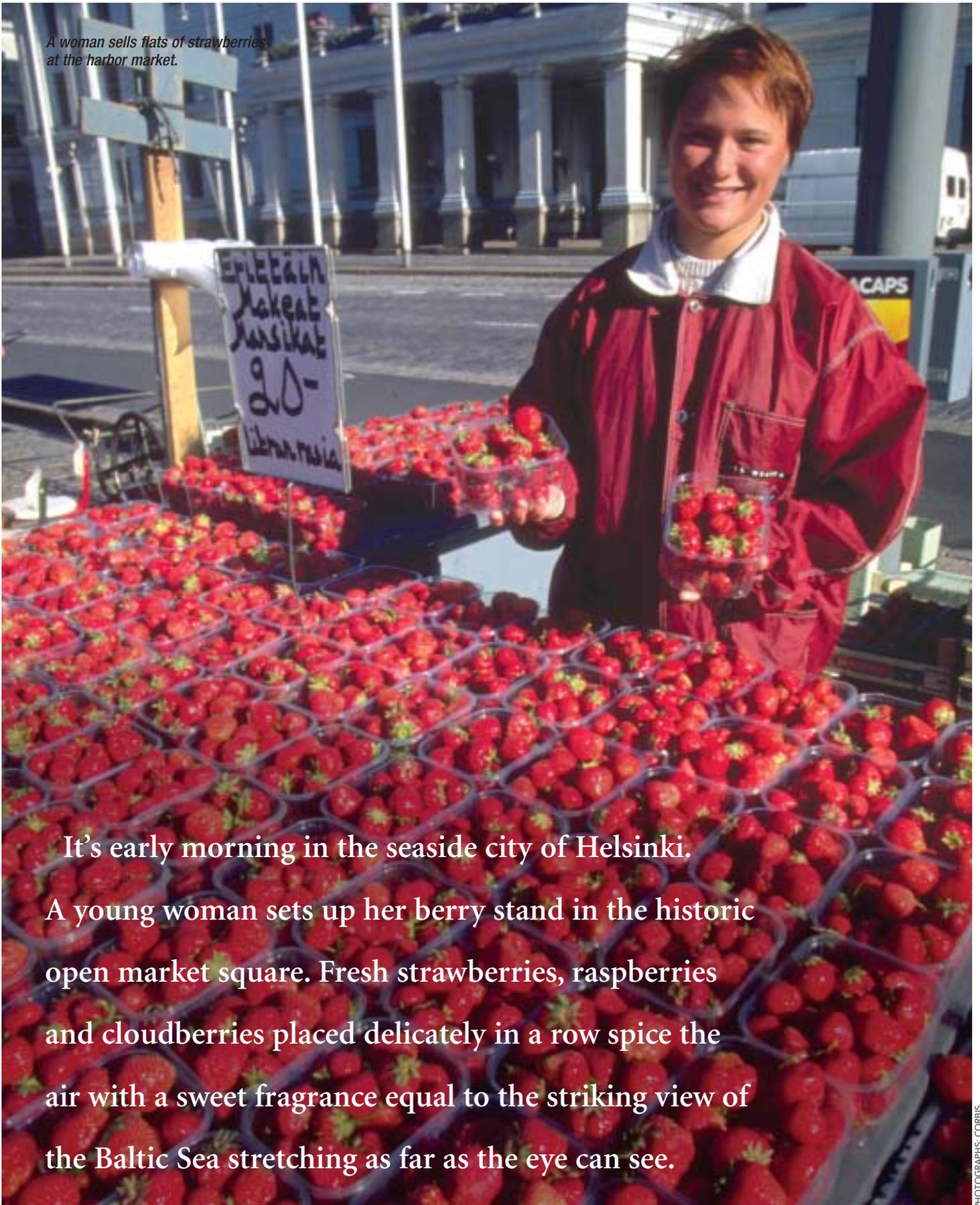


HELSINKI

First Impressions Are Important
and Finland Never Disappoints

By Rachel Cleverley

A woman sells flats of strawberries at the harbor market.



It's early morning in the seaside city of Helsinki. A young woman sets up her berry stand in the historic open market square. Fresh strawberries, raspberries and cloudberry placed delicately in a row spice the air with a sweet fragrance equal to the striking view of the Baltic Sea stretching as far as the eye can see.

Sparkling bright morning sunlight dances off the water as seagulls fly back and forth. Across the square, vendors set out their wares from arts and crafts to flowers and homegrown vegetables to fresh salmon. A cluster of neoclassical buildings faces the market with its facade of muted pastels. Buildings designed by renowned architect and artist Alvar Aslto form modern bookends to this stunning cityscape.

This spot defines Helsinki and what's important to the Finnish people—nature. In the center of downtown, amid historic and modern architecture, you're still surrounded by tranquility.

But don't be fooled. While this city of slightly more than half a million in a nation of 5.2 million people may seem quiet compared with its European neighbors, it's a business and technology powerhouse. Thanks in part to Nokia's rise to the top of the telecom charts—and modern restaurants with trendy Scandinavian interiors, contemporary nightclubs and high-fashion boutiques—Helsinki's haute reputation for hip design, entertainment and art is making an international statement.

After a long history of Swedish and Russian rule, Finland declared its independence in 1917. But the nation battled fiercely to preserve that independence during the Winter War (1939–1940) and Continuation War (1941–1944). In 1939, Winston Churchill described the spirit of the un intimidated, vastly outnumbered Finnish troops fighting for freedom against the Soviet superpower: “Only Finland, superb, nay sublime in the jaws of peril, Finland shows what free men can do.”

Finland, the first European nation to grant women the right to vote and the world's first to allow women to run for office, is a showcase of suffrage. The country's current president, half the cabinet ministers in the Ministry of Foreign Affairs and almost 40 percent of the members of parliament are women. More than 70 percent of Finnish women work outside the home in one of the world's most robust economies.

Limited in natural resources and by a short growing season, Finland invests heavily in people and technology. Finnish public education is regarded among the best in the world, especially in mathematics, science and literacy. Finland ranks as the world's least corrupt country and most competitive economy. Its business ingenuity attracts billions of public and private euros in research and development funds. Holding steady as the world's second largest R&D investor as a percentage of gross domestic product, Finland's star performers include companies like Nokia, F-Secure and Elcoteq.

To further enhance its reputation as a technological innovator, Finland launched the Millennium Technology Prize, which may become to Finland what the Nobel Prize is to Sweden. Last year, the first one million-euro prize went to Tim Berners-Lee, developer of the World Wide Web.

Sharing an 816-mile border, Finland is where the European Union meets its Russian neighbor, forming a natural gateway to the East. This historically critical location continues to cast Finland as a host, mediator and leader in regional issues.

AT A GLANCE



Country name: Finland

Capital: Helsinki

Government: Republic

Independence: December 6, 1917 from Russia

Population: 5.2 million

Religions: Evangelical Lutheran and Russian Orthodox

Total area: 338,000 square kilometers

Approximate size: Slightly smaller than Montana

Currency: Euro (EUR)

Per capita income: \$27,400

Unemployment rate: 9%

Export commodities: Machinery, chemicals, metals, timber and paper

Export partners: Germany (11.8%), Sweden (9.9%) and the U.S. (8.2%)

Literacy rate: 100%

SOURCE: CIA World Factbook 2004



A small country with a big regional presence, Finland will have an even fuller policy agenda when it assumes the European Union presidency in July 2006.





Opposite page top: Mauricio Lopez, information program officer, braves the cold at the Arctic Circle. Bottom: Mikael Cleverly, left, and John Clarkson of the economic section suit up to train for oil spill cleanup. Left: Ablaze in summer's midnight light, the Lutheran Cathedral overlooks downtown Helsinki. Above: Uspenski Cathedral might have the pot of gold.

The cooperation of the U.S. Embassy in Helsinki with the government of Finland focuses almost entirely on areas where the two countries can benefit others, such as halting the trafficking of persons, reducing trade barriers, international peacekeeping, improving maritime safety and border security, and assisting humanitarian causes, environmental issues and biotech initiatives. A small country with a big regional presence, Finland will have an even fuller policy agenda when it assumes the European Union presidency in July 2006.

The embassy staff works in the quiet, historical Kaivopuisto park. On a seven-acre landscaped plot nestled along the coastline, the colonial-style chancery, the ambassador's residence and an annex share magnificent views of the Baltic Sea and scattered islands off the shore.

Helsinki is perfect for outdoor sports. With the sea at the embassy's doorstep, many employees enjoy sailing and jet skiing. Paths weave throughout the city for the exploring bike rider, hiker or Nordic walker.

Outside the city, classic farmhouses, cottages and saunas rim the edge of unspoiled forests and more than 60,000 lakes.

Sauna, a favorite pastime, is considered best where a quick cool-down dip in pristine lake waters is only steps away.

Still farther north, the forests and fields fade into the arctic terrain of Lapland. Here, at the top of the world, where the Sami people still keep reindeer herds (and where Santa Claus is reputed to keep his real workshop), is the best place to observe summer's white nights and winter's constant darkness.

The cold winters haven't affected the warm relationship between the United States and Finland. In 1979, William Randolph Hearst Jr. ranked the Finns among our best friends in Europe, a valued position they hold today.

This country, once so isolated by geography and its Finno-Ugrian language—one of the world's most difficult—has excelled in politics and business. A crossroads between East and West for centuries, Finland stands at the strategic edge of the European Union's northeastern border. ■

The author is an office management specialist at the U.S. Embassy in Helsinki.



Don Seibert, left, explains the security controls being developed for portable computers to Paula Morgan and Wais Khairzad.

Office of Information Assurance Secures Computers

By Jim Bigart

In London, an employee at the U.S. Embassy notices that a suspicious e-mail message has just arrived in her inbox. Meanwhile, in Dhaka, technicians are working to get computer systems up and running again after a massive flood damaged embassy buildings. At the same time, a Department cyber-security specialist in Washington, D.C., has just been alerted to a potentially destructive new computer virus.

These events could be part of a typical workday for the Department's new Office of Information Assurance. Established in 2003, it's responsible for managing and overseeing the Department's information security program and works in partnership with other offices and bureaus to develop policies and procedures that protect computer networks.

In the 21st century, information technology—IT, as it's called—has become critical to effective diplomacy, which is why delivering reliable, accessible and secure information to our diplomats anytime, anywhere is more important than ever. In creating security protocols, there's no blanket approach: The office considers the vulnerabilities and possible threats to each system, an assessment known as risk management.

The office is applying this technique, for example, in a program being developed for mobile computing devices like the BlackBerry so employees can work securely away from their desks.

"Our ability to collect, analyze and communicate information rapidly and securely is key to the Department," said Bruce Morrison, chief information officer. "Our information



Above left: Systems analysts Julie Conkling, left, Nate Gibbs, Ariella Viehe, Andre Pearson and David Hogue review IT systems. Right: Iris Williams demonstrates new products to Tom Daley from the U.S. Embassy in Asuncion at a November conference.

assurance program is ensuring the confidentiality, integrity and availability of the Department's information systems worldwide."

The office works with bureaus throughout the Department to identify security weaknesses and fix potential vulnerabilities. It conducts an annual evaluation of the Department's information security program and reports the results to Congress and the Office of Management and Budget, and it helps IT managers build the cost of security measures into each system's lifecycle so bureaus can make the best case to obtain funds.

With computer hacking and other threats becoming more sophisticated and the Department's computing needs becoming increasingly complex, the office faced daunting challenges when it was created more than a year ago. The office first reviewed more than 175 IT systems in the Department to identify and correct any vulnerabilities, ensuring that networks met federal security standards and presented minimal risk to Department operations.

The office worked with security analysts in Diplomatic Security to launch the massive project. With the hard work and cooperation of the bureaus, all Department systems were secure by the end of January.

"This was a significant accomplishment in support of the President's Management Agenda and was a major factor in enabling us to attain a green score on the E-Gov initiative," Grant Green, former under secretary for Management, said.

The office also promotes IT security and training curricula by working closely with Diplomatic Security and the Foreign Service Institute. Computer security training is an annual requirement of all users and is available online at

<http://fsi.state.gov/fsi/sait>. More than 50,000 employees and contractors have completed the program.

Office staff also work with bureau and post IT managers to prepare for the unexpected. Plans are in place to quickly recover from emergencies such as natural disasters or attacks. According to John Feldmann, the A Bureau IT security officer, "Writing these contingency plans involved a total review of each system, resulting in increased security awareness and plans that are available and tested. We've seen a major change in attitudes toward IT security."

In addition, information systems security officers support posts and domestic offices by helping them solve technical problems and ensuring that IT security managers receive the information, assistance and training they need.

While much has been accomplished since the office was created, there's still work to be done. Ensuring the security and the availability of information is an ongoing task, but a robust information assurance program gives employees the tools and resources to achieve the Department's goals.

"We have the ability to be the best Information Assurance outfit in government," Jane Norris, the office director and the Department's chief information security officer, said. "By committing to long-term goals with short-term, achievable milestones, we'll continue as a center of excellence in information security and build upon our notable achievements."

For more information visit <http://infoassurance.irm.state.gov> or contact the office directly at InformationAssurance@state.gov. ■

Jim Bigart is a program management consultant in the Office of Information Assurance.



East-West Center Turns from Research to Relief

By Bruce Bottorff

Initial shock was followed by stunned disbelief. Dozens of students at the East-West Center in Honolulu, which has close funding and administrative ties to the Department, huddled around computer screens and tried frantically to call home to Asia, seeking news of relatives and friends.

Soon after the tsunami disaster, Charles E. Morrison, the center's president, announced that the center would take a leading role in responding. For more than four decades, its research and educational programs had benefited the countries hardest hit by tsunamis. Now it intended to support the region in a way it had never done before. "The role of building better relations among the nations of the Asia and Pacific region is not simply academic," Morrison said. "We wanted to do what we could to help the victims on the ground."

Staff and students turned grief into action by planning a concert to raise relief money. The three-hour outdoor event was perhaps the first in the United States organized solely to benefit tsunami victims. Chief organizer Michael Schuster, the center's arts program curator, said he had never seen a community respond with greater urgency to a distant crisis. "Concerts of this size usually take months to organize," he said. "As the week unfolded, we needed an opportunity to express our common humanity."

On the Sunday following the tragedy, thousands gathered outside the center's Jefferson Hall to be part of the event and join hands in a massive circle of solidarity. The fund-raiser featured dancers, musicians and artists from across South and Southeast Asia. Hundreds of donated items, including art, clothing and souvenirs from the region were sold. Local merchants provided food and drinks. Community organizations, including the University of Hawaii, the local media and advertising groups, supported the event.

Secretary Powell, who had learned of the event through Patricia Harrison, acting under secretary for public affairs, commended students, staff and alumni for their quick

action. "I also want to join in spirit with the many members of the Honolulu community who are with you today to show their support and solidarity in this effort," he wrote.

As of mid-January, the East-West Center Tsunami Relief Fund had collected more than \$325,000, much of which had been pledged to relief organizations in Indonesia, Sri Lanka



Opposite page: These are some of the 500 people who joined hands in a global friendship circle to recite condolences for the tsunami victims in six languages. Above: Singer is accompanied by traditional instrument at the fundraiser.

and Malaysia. The center has also developed a package of tsunami efforts designed to assist in the rebuilding of devastated communities and to ensure that the region is better prepared for future disasters. ■

The author is a public information specialist at the East-West Center.

The East-West Center is a public, nonprofit education and research organization established by Congress in 1960 to strengthen understanding and relations between the United States and Asian and Pacific countries. Approximately half of its funding is administered by the Department of State's Bureau of Educational and Cultural Affairs, and a number of Foreign Service officers are on its staff.

MAKING DO FOR DIPLOMACY

A SMALL COG WITH A BIG JOB **BY JOE COLE**



A view from the hotel in Al Hillah.

As I prepared to depart for yet another temporary assignment last October, I was asked whether I would be willing to provide a DNA sample to be used to help identify my remains in the event of an accident. It was clear that my sojourn in Iraq would be anything but normal. I declined, trusting to Providence.

Diplomatic Security's training for Iraq in no way resembled the Security Overseas Seminar I had taken so many times before. We familiarized ourselves with the use of such weapons as the AK-47, shotgun, Colt machine gun and 9mm pistol. I could not help but reflect that in 12 years of service with the U.S. military I was never put in harm's way. Since joining the Foreign Service, however, I have found myself in tenuous situations in Afghanistan, where I helped reopen the embassy, and in Chad, where I lived through civil insurrection.

My colleague Tom Strickland and I arrived in Baghdad on Oct. 15 and took our "Rhino"—armored bus—trip to the palace where the embassy is located. Though people have been killed on this short journey, we arrived without incident. We were assigned to a tent of 50 people but decided to sleep in the communications center, even though a rocket had made a hole in the roof.

We spent the following days hanging pipe and installing fiber-optic cable to expand the secure computer network in the palace. I felt old. I had not done any serious physical labor in a while and both Tom and I were aching and exhausted at the end of each day. We set up Tom's laptop computer between our bunks and fell asleep watching movies he had brought with him.

The mix of people was fascinating. Many times I would see a 50- or 60-year-old National Guard sergeant talking to a 19-

year-old active duty sergeant. One day at lunch, we were sitting with three Iraqi women. One of their fathers would drive them to work each day and pick them up. They lived in the Red Zone and were nervous about working for the United States, but thought the opportunity was worth the risk.

At times Iraq, like Afghanistan, felt surreal. While hanging pipe one day, I heard a choir singing. It echoed through the whole palace. I followed the music and came across a service in what I think was one of Saddam's old meeting halls. There was a sign announcing the Christian, Jewish and Muslim service hours and days.

We finished what we had come to do on Nov. 5. We had given more than 100 people access to the secure computer network that is the backbone of much of our work in Baghdad. I felt pretty good about what we accomplished and was looking forward to getting home to my wife and son. When I was asked to stay a while longer and go on to Al Hilla and Basra, I did not want to go but felt I had to say yes. There was a serious shortage of technical people in country and my colleagues needed communications support in order to do their jobs.

As I prepared to go to Al Hillah, I was outside the palace with my new traveling companion, Ronnie Derrico. A bomb went off nearby. Shortly afterward we heard an announcement urgently requesting O-positive blood donors. It brought home once again the risks involved in this mission. I had spent the last couple of days wondering about some of the choices I had made in my life. Perhaps I should have stayed in New Jersey and become an electrician as I had planned. While mulling this over, I went to a small meet-and-greet with Deputy Secretary Armitage. He congratulated us on "choosing a life of significance." I was grateful to him for his remarks as they reminded me that as a small cog in a very big machine, I had done my part to help make the United States stronger. With newfound energy I set off on the next leg of the trip.

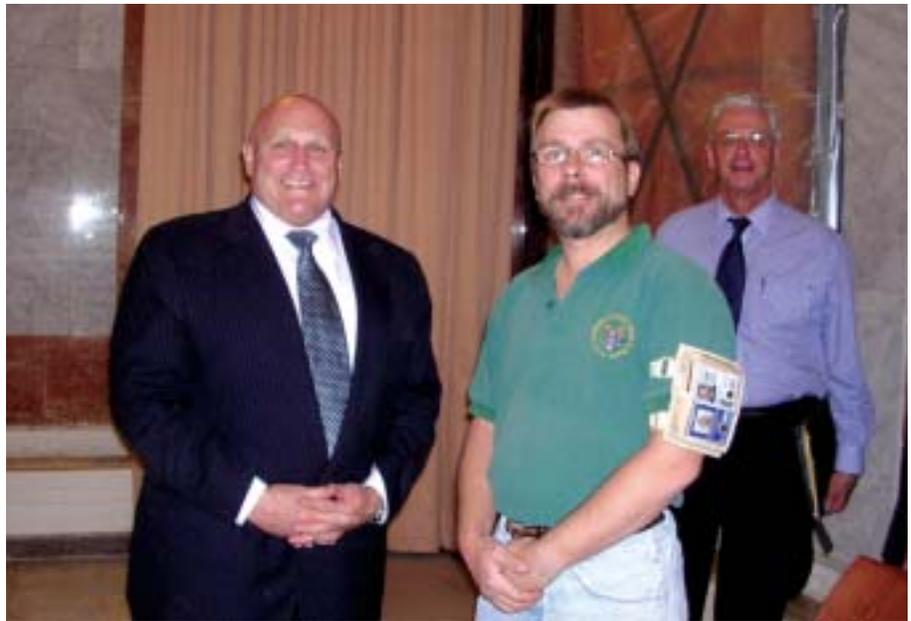
I arrived in Al Hillah on Nov. 8 and went to the balcony of the hotel to enjoy a view of the river. Not long after settling in, we were assailed with gunfire and tracer rounds. We simply sat lower in our seats and enjoyed the night air. Having my own room for the first time in three weeks was a luxury. I slept like a rock. I learned the next morning that three mortars had come in during the night. The next afternoon we heard a large explosion and went outside to investigate. Huge flames and smoke were visible less than a mile away; a suicide bomber had run a truck into the fuel depot. I don't know how many people died.

We wrapped up our work in a couple of days, but waited a week for a ride out. My new traveling companion, Pat Swanson, and I finally made it as far as the military airport

outside Baghdad. We spent the night there waiting for a C-130 flight to Basra. With no dining facilities, I made do with some canned sausages. It got so cold that I awoke on my cot at three in the morning, unable to go back to sleep. I rolled over and saw Pat sleeping quite comfortably in a large plastic trash bag he had commandeered. He had put his plugged-in laptop computer under the bag to provide extra warmth. It was obvious that he had learned a thing or two in the New England winters he experienced growing up.

We arrived in Basra the next evening and were stuck in the old international airport. With no food to be found, I was ravenous by the time I woke up. We had not eaten for three days. We managed to get booked on a British Puma helicopter that would take us to the Basra Palace where our regional office is located. With about eight hours to kill, I was dying of hunger. We took a bus to the British mess hall and I was given two brown bag lunches for Pat and myself. I opened my prize and found two frozen Hot Pockets. Not having brought my microwave with me, I ate the first one frozen. The second I left in the sun on the tarmac. After an hour or so it was just right.

Basra was quite a bit more relaxed than the other parts of Iraq I had been to. I did not have to go through a single



Joe Cole meets Deputy Secretary Armitage in Baghdad.

bombing during the time I spent there. I also had my own trailer to sleep and shower in. I set up the communications center and installed phone service in various offices. The staff was most appreciative.

I returned home on Dec. 1. It was a great relief, but all in all I am glad I volunteered. It's not good enough to take only the good assignments and beg off on the tough ones. I go where I am needed and do what I can. I am glad I chose a life of significance. ■

The author is a technical operations manager in the Bureau of Information Resource Management.

Sculptor Emil Mirchev puts finishing touches on Benjamin Franklin.



BULGARIAN SCULPTURE HONORS AMERICAN FOUNDING FATHERS

By Daphne Stavropoulos



The sculpture of Franklin, Jefferson and Adams is to the left of the entrance of the new U.S. Embassy in Sofia.

Visitors to the new U.S. Embassy in Sofia are greeted by Benjamin Franklin, Thomas Jefferson and John Adams. Statues of the three comprise a sculpture by well-known Bulgarian artist Emil Mirchev titled *First American Diplomats*. Franklin served as Minister to France in 1776; Jefferson succeeded Franklin in France and became the first U.S. secretary of state; Adams was the first U.S. representative to England at the end of the Revolutionary War.

The sculpture, which depicts these founding fathers in their roles as drafters and signers of the Declaration of Independence, sits near an entrance of the embassy, which was dedicated on Dec. 14 by Charles Williams, director and chief operating officer of Overseas Building Operations; Ambassador James W. Pardew; Sofia Mayor Stefan Sofianski; and officials from the Bulgarian government. The event capped a process that began in 2000 with the purchase of land adjacent to one of central Sofia's large public parks. The compound houses 13 U.S. government agencies that had previously been located in eight separate buildings.

Mirchev's work was commissioned by the Office of Overseas Building Operations at the recommendation of the embassy arts committee, made up of volunteers who reviewed works and proposals for display at the new com-

pound. The embassy worked closely with the sculptor as he conducted research and planned his casting. After many conversations with the ambassador and art committee, Mirchev chose to create his work in classic portraiture style. The three familiar figures remind visitors and employees daily that the work of the embassy is part of a rich historical heritage.

First American Diplomats is one of more than 150 works of art by American and Bulgarian artists that are on display in the buildings and grounds of the new embassy. The collection includes paintings, photographs and sculptures illustrating the values, landscapes, traditions and cultures that define the United States and Bulgaria. Like Mirchev's work, several sculptures that adorn the paths and green spaces around the embassy were commissioned from well-known Bulgarian sculptors. The Archaeological Institute of Bulgaria graciously loaned several pieces of Roman and Thracian antiquities from Bulgaria's past for display.

Situated on green parkland in the shadows of beautiful Mount Vitosha, the U.S. Embassy in Sofia has an excellent new home—a home worthy of America's first diplomats. ■

The author is program development officer at the U.S. Embassy in Sofia.



Chelsea, third from right, with the other USUN interns.

An Intern's Life: Taking Notes, Sending Cables, Meeting Presidents

By Chelsea Roseman

This past fall, I was selected for the State Department's student internship program and was assigned to the United States Mission to the United Nations in New York along with about a dozen other interns. Each of us had a specific section to report to and mine was host country affairs.

I worked with the New York diplomatic parking program, which required me to be in touch with the New York City commissioner's office, Department bureaus such as the Office of Foreign Missions and other U.N. delegations. I gained an understanding of the inner workings of our government and how we conduct business with the U.N. and other nations.

I learned a lot about the daily business of the U.S. Mission from going to Security Council, Economic and Social Council and other meetings. Taking notes at meetings, then drafting and sending telegrams, forced me to learn quickly

and gave me a sense of accomplishment. The ambassadors at the mission were accessible and personable. Discussing my career plans with Ambassador John Danforth and Ambassador Patrick Kennedy was exciting and invaluable.

Attending the opening of the 59th U.N. General Assembly and listening to Secretary-General Kofi Annan, as well as the president of Brazil and President Bush—whom I met—were among the highlights of my internship. Interns had the opportunity to attend September's presidential reception. I met members of other U.N. delegations, from interns to permanent representatives to foreign ministers and presidents.

The diverse experience I got from my 10-week internship inspired me immensely. The people at the mission were kind and encouraging. I learned a great deal about diplomacy and about how it's possible, with hard work and patience, to connect with others on a global level. ■

The author plans to take the Foreign Service exam this spring.

Beetle Bailey Creator Salutes State 'Troops' for Service to Nation

BY DAN SHERRIN



Top: Mort Walker addresses Department employees in the exhibit hall. The Beetle Bailey exhibit is in the background. Bottom left: Mort Walker signs an autograph for a young admirer. Right: Department Chief Information Officer Bruce Morrison smiles at a Beetle Bailey cartoon strip on exhibit.

Shortly before Secretary Powell's departure from the Department, another celebrated soldier, but with far fewer stripes—Beetle Bailey—took time to salute State employees.

From Jan. 3–7, original Beetle Bailey cartoons were displayed in the Truman Building's Exhibit Hall and his creator, cartoonist Mort Walker, paid a visit. Mr. Walker and Bruce Morrison, the Department's chief information officer, co-hosted an employee reception. Mr. Walker also entertained "the troops" with on-the-spot renderings of Beetle Bailey, Sarge and other characters found in his popular comic strip.

Refreshments from the party were delivered to those working around the clock on the tsunami task force. Mr. Walker thanked employees for "that service you render each and every day to a grateful nation."

The exhibit featured the newest Beetle Bailey character, "Chip Gizmo," an Army computer specialist who was named in a nationwide contest won by four State employees: Earl Hemminger, Robert King, Melinda Isachsen and Kenneth Hill. Mr. Hill is now with the U.S. Army in Iraq, and Mr. Walker spoke with him by phone to thank him for his service.

The character-naming contest and touring exhibit were sponsored by Mr. Walker and the Oracle Corp. to benefit the Fisher House, a charitable organization that provides homes next to U.S. military hospitals where family members can stay for free while visiting wounded or ill service members. ■

The author is a program analyst in the Bureau of Information Resource Management.

The Wireless Bulletin staff of 1950. Most were recruited from metropolitan newspapers.



FROM TELETYPE TO SATELLITE

Seventy years ago, in response to an urgent plea for timely information by senior diplomats overseas, the State Department created its first diplomatic news service. Today, that service, now called the Washington File, remains a vital tool for practitioners of U.S. foreign policy. It's produced by the Bureau of International Information Programs in seven languages by a corps of writers, editors and foreign language specialists.

Whether writing about the U.S. response to terrorism following the attacks of Sept. 11, 2001, or providing information on U.S. aid to victims of the recent tsunami disaster in Asia, the need to get the story out on U.S. policies and actions quickly and accurately has always been at the heart of the mission of the Washington File. Moving from Morse code and teletype to optical character readers, satellite feeds, electronic mailing lists and web sites, the Washington File has advanced technologically; more important, it has become the most widely used and respected tool of public diplomacy in the U.S. government.

At U.S. missions overseas, the Washington File influences how foreign governments, media and international audiences view U.S. policy and American society. The dozens of articles the bureau's geographic and thematic offices produce each day synthesize official texts and transcripts or quote officials from U.S. agencies and the Congress to explain policy.

In the past, teletype restricted the amount of information that could be transmitted. With the almost unlimited materi-

THE WASHINGTON FILE TURNS 70 BY ANTHONY KUJAWA

al available as a result of Information Age technologies, the challenge today is not volume but selection and presentation.

"Our role is to ensure that we reach the right audience with a message that resonates at the right time," said coordinator Alexander Feldman. "We do this by localizing the message to fit the audience."

The File tailors its geographic editions in response to the ongoing policy concerns and the technological capabilities of each region and offers language editions in Arabic, Chinese, French, Persian, Russian and Spanish. Missions abroad translate the content into even more languages. The careful selection and summaries of policy materials have proved to be a boon to officers in the field who lack the time and resources to absorb it all in its original form.

In many parts of the world where objective news from any source is rare, File articles put information about American policy or culture on the front page for the local populace. Where the media environment is rich and open, public affairs officers provide the material as background for editors and decisionmakers.

"The value of the Washington File cannot be overstated in how it presents a U.S. perspective on events that cannot be gained from local official or commercial news sources," said



Above: Washington File staffers discuss how to cover the day's developments at their morning editorial meeting. Below: A page view of USINFO's Arabic web site.

Ambassador Donald Yamamoto. “In places like Eritrea, the File serves as a major news source. In Djibouti we used the File to inform officials of the wide range of views on issues in the U.S.”

Between 25 and 40 Washington File articles are published every day on the bureau's USINFO web site (<http://usinfo.state.gov>). They're also delivered via 15 electronic mailing lists—listservs—to more than 13,000 subscribers. Recently, USINFO has included audio and video feeds of major press conferences on the site. Articles appearing on the site, especially in languages like Chinese or Spanish, are often republished by web sites in other countries, expanding readership by hundreds of millions.

USINFO's audience is business people, academics, foreign government officials, journalists and students. It's using new technologies to draw readers to the site. One of the more popular—used by about 50 embassies—is Real Simple Syndication, which instantly updates mission web sites electronically without human intervention.

In addition to providing core content for USINFO, Washington File articles are being used in other ways. Last December, the bureau launched “This Week From Washington,” an illustrated weekly e-mail newsletter highlighting the week's top Washington File policy-related stories

with links to the full articles. Additional e-newsletters in language editions on topics like trade and economics are in the works. To subscribe or view a sample newsletter, go to <http://usinfo.state.gov/usinfo/USINFO/Products/Subscribe/usinfofnews.html>.

The common ancestor of these sophisticated products was the department's Radio Bulletin, which transmitted its first compilation of official texts and transcripts to 16 embassies and consulates using Navy radio facilities on March 30, 1935.

As World War II ended, President Truman perceived that it was essential for the United States to maintain information activities abroad. He issued an executive order that called on the government to “endeavor to see to it that other peoples receive the full picture of American life and of the aims and policies of the U.S. government.” The name of the service changed to the Wireless

Bulletin and, in 1953, was changed again as the Wireless File became part of the new U.S. Information Agency. In 1996, the service was renamed the Washington File.

Today's File bears little resemblance to its humble predecessor, but its mission—to inform audiences abroad about U.S. policy, society and culture—is as important now as it was in 1935. ■



The author is a Washington File staff writer.

The Women's Leadership Seminar

LEARNING FROM EACH OTHER IN VIENNA BY CHRISTINE DAL BELLO

Listening skills and balancing work and personal interests were part of the training women from 23 posts in four geographic bureaus recently received in Vienna.

The Women's Leadership Seminar, organized by the Regional Program Office from Nov. 29 to Dec. 3, was based on research about how professional women lead their lives and what factors influence their effectiveness in the work world—specifically the choices and trade-offs that face a woman in a leadership role.

“RPO presents leadership development solutions in areas that may not enjoy the greatest institutional emphasis, but are nonetheless important,” said Ralph Kwong, deputy director of the office. “Foreign Service National leadership is one area of concern to us and women's leadership is another.”

The trainers came from the Federal Executive Institute's Western Management Development Center in Denver. Although the course's core substance was essentially the same as that offered in Denver, the Vienna seminar was the first in which all attendees came from one agency and the first held abroad with participants who work overseas.

Another special feature was the involvement of Ambassador Prudence Bushnell, who lent a personal and State Department-specific lens to the training. She spoke about her career, how to be a better leader and State leadership in the future. “She took what the instructors said and applied it directly to the Foreign Service by using examples from her own personal experience,” said Melissa Davis from the U.S. Mission in Geneva.

“If there is one message I got from Ambassador Bushnell, it's that we're responsible for any changes that we hope to see in the Department,” said Jennifer Savage from the U.S. Embassy in Hanoi.

The training was hands-on, with each participant completing a group project. Each group researched a topic, produced an annotated bibliography and shared the results in a presentation on the final day. “The value of having each team do a report is that it allows them to teach each other,” said Susan O'Donnell, the lead trainer. “When you teach others, you learn it even better yourself.”

Discussion in class sparked additional informal discussions. One participant saw a need for an intergenerational discussion and proposed meeting outside of the training. Over two-thirds of the participants attended and fruitful dis-



The Women's Leadership Seminar class picture. Amb. Prudence Bushnell is in the center of the bottom row.

cussions resulted, with both generations agreeing on the importance of mentoring and communication.

The participants came away from the training inspired by their fellow participants and by their own potential. “It's amazing to look around a room full of such impressive women and to know that they are all looking inside themselves to become even better at what they do,” said Ms. Savage.

“I'm from a small post and it was inspiring to meet 28 other dynamic women who excel at their jobs,” said Aleisha Woodward from the U.S. Embassy in Chisinau. “It confirms to me that being a diplomat is the right career for me.”

The five-day training allowed participants time to reflect on their careers, personal leadership style and life.

“With the busy pace in today's workplace, it is rare that you have the opportunity to take a step back and look at the big picture,” said Christina Higgins from the U.S. Embassy in Dakar. “This training allowed me to do that, which is why I really believe in the power and importance of training.” ■

The author is an economic/political officer at U.S. Embassy Vienna.

Sunday at Forward Operating Base Normandy

SERVICE HIGHLIGHTS WAR'S HUMAN SIDE BY JAMES JIMENEZ

I put on a suit this morning because I had to go to a memorial service. The offensive into Fallujah was a huge effort. Even though the operation was spearheaded by the Marines, the Army was heavily involved. In fact, one of the principal attack battalions was from my little corner of the world, Battalion Task Force 2-2. It had five soldiers killed in Fallujah and today was their memorial service.

The Army, like many things in life, is organized into threes. Three platoons to a company, three companies to a battalion, three battalions to a brigade and three brigades to a division—all thanks to Napoleon. The five soldiers who were killed—a lieutenant, a captain, two staff sergeants and a sergeant major—were part of Battalion Task Force 2-2, part of Brigade TF 3, which is part of the 1st Infantry Division, the Big Red One.

As I travel around the world, one of the Americanisms I am most proud of is our common belief in leadership. We understand that leaders are supposed to lead from the front. Whether in business or the military, American leaders pull, not push. The memorial service today was a clear example. These men died while leading their units from the front, taking the same, if not more, risk than they expected from their soldiers. There's a lot more to being a leader than going to college and making money. Effective leaders take risks. Political leaders risk prestige and votes. Business leaders risk clients and money. Military leaders risk being the subject of a memorial service.

It takes about an hour to get to the Normandy base from downtown Baqubah. The traffic was surprisingly light for a Sunday and we made it in about 45 minutes. When we arrived, the battalion soldiers were already assembled in an old Iraqi assembly hall with a dirt floor and tin sheets for a roof. My colleague and I seemed out of place in our suits. Everyone else had their helmets, rifles and field gear. There were no chairs. Everyone stood for the entire ceremony.

At the front of the room were five rifles sticking in the dirt with helmets resting on top of the butt stocks. A picture of

each soldier was positioned at the foot of the rifles. After a brief prayer, friends of the slain soldiers delivered short eulogies. The words came from their hearts and reflected the deep loss each of them felt. I couldn't help the tears that came streaming down my face as the stories put a very human element on the nasty business of war.

The ceremony ended with a roll call. In quick succession there were about four names called, all answered with a loud



A Marine honor guard salutes fallen comrades at Forward Operating Base Normandy in Iraq.

“Here, sir!” Then came the name of the first man killed, “Staff Sergeant Bryan,” followed by a penetrating silence. The name was repeated, “Staff Sergeant Jack B. Bryan!” Again there was silence. The soldier's name was repeated again, as if beseeching him to answer. Finally, it became clear. Bryan wasn't there and no matter how loud and how hard one tried, he wasn't going to answer. He was gone. This scene was repeated four more times.

I thought a lot about the day's ceremony on the way home. Were these men's deaths any more heroic than that of someone who loses a battle to cancer? Were their deaths more noble than that of someone who has a heart attack? Did they die for a better cause than someone driving home from work? In the end, I decided we can't choose how we are going to die. All we can choose is how we are going to live. These men lived well. ■

The author is a Foreign Service officer embedded with a Department team in Baqubah.

SAFETY SCENE

HOME SWEET HOME?

HOMES RANK SECOND FOR ACCIDENTAL DEATHS BY LISA LEVINE



SAFETY SCENE

Falls are the leading cause of death and nonfatal home injuries for older adults. Each year, more than one-third of adults over 65 fall. Fractured bones, traumatic brain injuries and rapid deterioration in quality of life from reduced mobility and increased dependence on others are typical outcomes. Those over 75 are five times more likely to be admitted to a long-term care facility.

Preventing falls requires a holistic approach that evaluates many risk factors. Correcting hazards in the home is typically the only action taken. Health evaluations and other factors particular to the at-risk individual are also important.

Easy and low-cost fall-prevention measures include improving lighting with higher wattage fixtures and automatic night lights, adding railings to stairways, installing grab bars and nonslip surfaces in bathrooms and removing or relocating items that may cause tripping, such as throw rugs, electrical cords and phone lines. Getting to various locations in the home may require more support surfaces. Furniture stability and layout and cabinet heights may need to be modified. Needless to say, floor clutter should be eliminated. It may be necessary to change floor materials to create smoother transitions between different surfaces. Changing

shoes may help, too. Wearing shoes with thick, soft soles can lead to falls.

Simple clinical assessments can accurately identify older adults who are more likely to fall. A medical provider should determine if tests and other interventions are appropriate. Poor vision, taking four or more medications, problems with walking and balance and lower body weakness are the most common risk factors. The risk of falling increases exponentially with age. Older adults who have fallen previously are two to three times more likely to fall again within the following year.

Fall prevention is critical to a happy and safe home environment. Any time new furniture or flooring is added or health changes, the home should be evaluated for fall hazards.

Falls are one of the five leading causes of home deaths, along with poisoning, fires, choking and drowning. Together they make the home the second most common location of unintentional fatal injuries, after motor vehicles. ■

The author is a certified industrial hygienist in the Division of Safety, Health and Environmental Management.

2004

SUMMING UP
FOREIGN
SERVICE
PROMOTIONS

By Cynthia Nelson

The statistics from the 2004 selection boards profile generalists and specialists who competed for promotion and those promoted by class and cone/skill group. The statistics give promotion numbers and rates, average time-in-class and average time-in-service for each group.

Employees can use this information in their career planning. Examining trends or averages over a five-year period is generally more useful than focusing on the most recent statistics because promotion rates and average time-in-class and average time-in-service vary from year to year. Officers often find reviewing the average time-in-class of their current grade over the past few years helpful in estimating when they can reasonably expect a promotion.

Analyzing both promotion numbers and promotion rates is key to correctly interpreting the data. In many cases, promotion numbers appear evenly distributed among the cones while the promotion rates seem inequitable. In other cases, the opposite seems true. Generally, these differences among the cones and skill groups are due to variances in the number of employees eligible to compete for promotion in each group.

I recently examined the aggregate data for generalists and specialists for the last five years and noted the following trends:

Overall promotion rates for generalists increased from 27 percent in 2000 to 29 percent in 2004.

Promotion numbers and rates within the Senior Foreign Service and across the threshold were similar to those for 2003. Promotions to Career Minister this past year matched the four granted in 2003. Promotions to Minister-Counselor decreased from 46 in 2003 to 44 in 2004; rates were reduced from 19 percent in 2003 to 18 percent in 2004. Across the threshold, promotions decreased by five, from 77 in 2003 to 72 in 2004. Promotion rates, however, remained at 17 percent.

The numbers of promotions and promotion rates in the mid-grades were slightly lower in 2004 than in 2003, but they were significantly higher than during the 2000 through 2002

period. The number of promotions to FS-01 decreased from 156 in 2003 to 150 in 2004, while the 17 percent rate stayed about the same as 2003's 18 percent. Since 2000, FS-02 to FS-01 promotions and promotion rates increased from 129 and 16 percent in 2000 to 150 and 17 percent in 2004.

The number of promotions and promotion rates to FS-02 were somewhat lower. Promotions from FS-03 to FS-02 were 209 in 2004 and 224 in 2003. The promotion rates for 2004 and 2003 were 44 percent and 47 percent, respectively. Over the last five years, promotions have fluctuated between 180 in 2001 and 224 in 2003, while promotion rates have varied between 35 percent in 2000 and 47 percent in 2003.

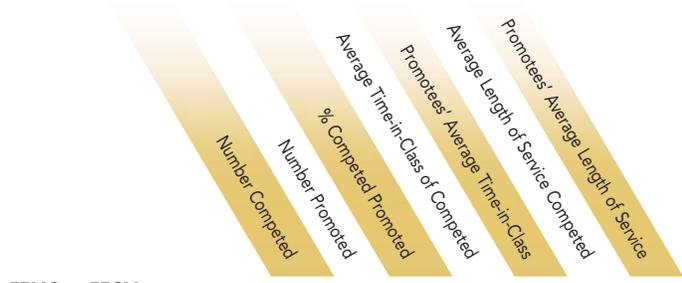
The number of promotions from FS-04 to FS-03 increased significantly, jumping from 209 in 2003 to 243 in 2004. Promotion rates increased from 76 percent in 2003 to 79 percent in 2004. The increase in the number of promotions is due primarily to the growth in the number of employees eligible to compete for FS-03. Over the five-year period, the numbers of promotions and promotion rates have fluctuated because of year-to-year differences in the number of employees eligible to compete for promotion.

Multifunctional promotions and overall rates varied over the last five years. The number of multifunctional promotions ranged from 97 in 2004 to 122 in 2003, while promotion rates varied from 17 percent in 2001 to 20 percent in 2003.

Among the specialist skill groups, promotion numbers differed during the five-year period depending on deficits in each skill group and changes in administrative promotion levels. Promotion rates for specialists for the five-year period fluctuated between 20 percent in 2003 and 24 percent in 2000. Given the diversity of career paths among specialist skill groups and recent changes in some of the skill groups, examining promotion rates by class does not reveal any significant patterns. ■

The author is a program analyst in the Bureau of Human Resources.

2004 FOREIGN SERVICE PROMOTION STATISTICS

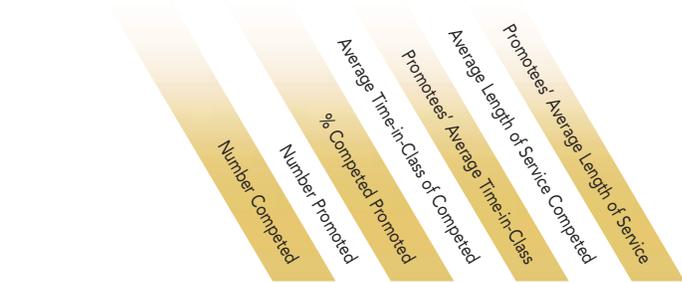


FEMC to FECM							
MANAGEMENT	22	0	0.0	6.4	0.0	29.3	0.0
CONSULAR	16	1	6.3	6.0	4.6	29.7	22.8
ECONOMIC	34	2	5.9	6.1	7.0	29.5	28.0
POLITICAL	50	1	2.0	6.0	2.6	29.8	27.5
INFO TECH MNGR	2	0	0.0	6.6	0.0	34.3	0.0
PSYCHIATRIST	2	0	0.0	9.7	0.0	18.9	0.0
SECURITY OFF	1	0	0.0	4.6	0.0	30.0	0.0
MEDICAL OFFICERS	8	0	0.0	7.6	0.0	16.8	0.0
SCIENCE OFFICERS	1	0	0.0	5.7	0.0	26.7	0.0
PUBLIC DIPLOMACY	21	0	0.0	5.8	0.0	27.7	0.0
TOTALS	157	4	2.5	6.2	5.3	28.6	26.6

Generalist FEOC TO FEMC							
MANAGEMENT	51	8	15.7	3.9	5.2	23.5	24.3
CONSULAR	40	5	12.5	3.8	5.6	23.9	26.8
ECONOMIC	42	7	16.7	3.8	4.6	23.9	24.7
POLITICAL	57	13	22.8	3.7	3.8	24.4	20.9
PUBLIC DIPLOMACY	56	11	19.6	4.0	4.8	24.2	25.1
TOTALS	246	44	17.9	3.8	4.6	24.0	23.8

Generalist FS-01 to FEOC							
MANAGEMENT	73	13	17.8	6.3	5.4	21.2	20.9
CONSULAR	56	8	14.3	6.0	5.3	22.5	23.4
ECONOMIC	76	8	10.5	6.2	5.0	22.2	21.1
POLITICAL	114	9	7.9	6.2	5.8	22.1	21.4
PUBLIC DIPLOMACY	72	13	18.1	7.3	6.5	20.3	19.7

Multifunctional Promotions*							
MANAGEMENT	16	2	12.5	6.6	8.3	20.3	16.9
CONSULAR	32	1	3.1	7.0	2.7	22.9	18.1
ECONOMIC	40	5	12.5	6.9	5.9	22.3	19.7
POLITICAL	78	13	16.7	6.7	5.8	21.9	19.7
PUBLIC DIPLOMACY	7	0	0.0	8.0	0.0	19.0	0.0
TOTALS	412	72	17.5	6.4	5.7	21.6	20.6



Generalist FS-02 to FS-01							
MANAGEMENT	159	24	15.1	5.8	6.3	16.8	16.3
CONSULAR	143	17	11.9	5.2	5.0	16.3	15.6
ECONOMIC	181	23	12.7	5.3	5.7	16.1	15.2
POLITICAL	232	25	10.8	5.3	6.2	16.2	15.8
PUBLIC DIPLOMACY	124	27	21.8	5.7	5.4	15.1	14.4
<i>Multifunctional Promotions*</i>							
MANAGEMENT	26	1	3.8	6.5	5.7	18.5	15.0
CONSULAR	51	5	9.8	6.1	6.9	17.1	17.4
ECONOMIC	54	10	18.5	6.4	5.8	17.5	16.3
POLITICAL	108	18	16.7	6.2	7.5	16.7	16.8
PUBLIC DIPLOMACY	20	0	0.0	5.2	0.0	14.9	0.0
NARCOTICS OFFICERS	1	0	0.0	13.9	0.0	13.9	0.0
TOTALS	874	150	17.2	5.5	6.0	16.1	15.7

Generalist FS-03 to FS-02							
MANAGEMENT	62	35	56.5	3.5	3.4	8.2	8.2
CONSULAR	131	30	22.9	4.1	4.8	9.6	10.2
ECONOMIC	102	39	38.2	4.1	5.1	9.2	11.0
POLITICAL	102	47	46.1	4.3	4.8	9.1	9.5
PUBLIC DIPLOMACY	32	16	50.0	3.7	3.4	8.5	8.6
<i>Multifunctional Promotions*</i>							
MANAGEMENT	10	1	10.0	4.7	2.7	10.1	6.8
CONSULAR	33	12	36.4	4.7	4.2	9.9	10.0
ECONOMIC	35	12	34.3	4.8	4.9	10.0	10.0
POLITICAL	35	15	42.9	4.5	4.8	9.8	10.0
PUBLIC DIPLOMACY	2	2	100.0	3.2	3.2	8.1	8.1
TOTALS	471	209	44.4	4.1	4.4	9.2	9.6

Generalist FS-04 to FS-03							
MANAGEMENT	68	55	80.9	3.2	3.2	5.0	5.1
CONSULAR	56	44	78.6	2.9	2.7	6.4	5.8
ECONOMIC	79	62	78.5	2.8	2.7	4.6	4.6
POLITICAL	67	51	76.1	2.8	2.8	4.5	4.4
PUBLIC DIPLOMACY	39	31	79.5	2.7	2.6	5.0	4.9
TOTALS	309	243	78.6	2.9	2.8	5.0	4.9

Number Competed
 Number Promoted
 % Competed Promoted
 Average Time-in-Class of Competed Promotees
 Average Length of Service of Competed Promotees
 Average Length of Service of Service Competed Promotees

Specialist FEOC to FEMC

FINANCE	2	0	0.0	2.9	0.0	22.2	0.0
INFO TECH MNGR	11	1	9.1	3.2	3.5	23.4	16.8
PSYCHIATRIST	2	0	0.0	2.9	0.0	7.5	0.0
SECURITY OFF	11	3	27.3	3.7	4.1	25.9	24.3
CONSTR ENGR	3	0	0.0	2.7	0.0	19.3	0.0
ENGLISH LANG PGMS	1	0	0.0	5.9	0.0	24.5	0.0
MEDICAL OFFICERS	8	2	25.0	6.3	5.5	13.2	12.3
HEALTH PRACTITIONER	3	0	0.0	3.8	0.0	25.9	0.0
PRINTING	1	0	0.0	4.6	0.0	15.8	0.0
TOTALS	42	6	14.3	4.0	4.5	21.0	19.1

Specialist FS-01 to FEOC

FINANCE	20	1	5.0	6.1	4.7	20.1	12.2
INFO TECH MNGR	30	5	16.7	4.6	4.9	22.9	20.2
DIPLOMATIC COUR	2	1	50.0	4.7	3.7	22.5	17.7
PSYCHIATRIST	2	2	100.0	4.4	4.4	4.4	4.4
SECURITY OFF	28	10	35.7	4.3	4.4	22.1	21.9
SECURITY ENGINEER	12	2	16.7	6.2	5.7	17.6	17.2
CONSTR ENGR	8	1	12.5	9.1	10.7	17.7	18.9
FACILITIES MAINT	3	0	0.0	5.4	0.0	15.8	0.0
ENGLISH LANG PGMS	3	0	0.0	10.0	0.0	19.3	0.0
INFO RESOURCES	3	0	0.0	8.3	0.0	16.4	0.0
MEDICAL OFFICERS	9	2	22.2	4.7	5.2	4.7	5.2
HEALTH PRACTITIONER	6	0	0.0	5.4	0.0	21.5	0.0
PRINTING	1	0	0.0	8.0	0.0	18.4	0.0
TOTALS	127	24	18.9	5.5	4.9	19.3	17.6

Specialist FS-02 to FS-01

FINANCE	50	5	10.0	5.6	7.5	11.2	11.7
HUMAN RESOURCES	18	3	16.7	5.3	7.4	21.4	30.6
GENERAL SERVICES	25	4	16.0	5.1	5.2	17.0	14.4
DIPLOMATIC COUR	5	0	0.0	5.9	0.0	24.9	0.0
INFO TECH MNGR	122	10	8.2	5.8	7.4	19.2	17.3
SECURITY OFF	188	23	12.2	5.7	5.9	18.0	17.8
SECURITY ENGINEER	56	4	7.1	8.6	9.5	16.0	16.2
CONSTR ENGR	13	5	38.5	4.3	5.7	8.7	10.5
FACILITIES MAINT	14	3	21.4	6.4	5.0	11.7	10.7
ENGLISH LANG PGMS	6	1	16.7	4.6	7.4	12.8	14.0
INFO RESOURCES	3	1	33.3	3.4	2.7	8.6	5.5
MEDICAL TECH	2	0	0.0	4.7	0.0	24.3	0.0
HEALTH PRACTITIONER	10	1	10.0	5.5	6.7	14.1	13.3
PRINTING	1	0	0.0	16.4	0.0	21.9	0.0
TOTALS	513	60	11.7	6.0	6.5	16.9	16.2

Number Competed
 Number Promoted
 % Competed Promoted
 Average Time-in-Class of Competed Promotees
 Average Length of Service of Competed Promotees
 Average Length of Service of Service Competed Promotees

Specialist FS-03 to FS-02

FINANCE	19	8	42.1	3.0	3.3	3.3	3.5
HUMAN RESOURCES	7	7	100.0	2.8	2.8	11.4	11.4
GENERAL SERVICES	43	7	16.3	4.7	4.8	12.6	16.5
INFORMATION MGMT	149	27	18.1	4.5	5.7	15.1	17.1
INFO MGMT TECH	48	9	18.8	5.8	6.7	13.6	16.5
DIPLOMATIC COUR	16	1	6.3	6.0	2.7	20.3	11.5
SECURITY OFF	137	47	34.3	5.5	4.7	12.2	10.6
SECURITY ENGINEER	13	7	53.8	3.4	3.7	5.3	5.6
CONSTR ENGR	6	3	50.0	3.6	4.1	5.4	5.6
FACILITIES MAINT	31	5	16.1	5.3	5.1	9.2	9.4
ENGLISH LANG PGMS	7	3	42.9	2.6	2.7	3.8	5.1
INFO RESOURCES	4	2	50.0	2.5	2.7	3.2	4.2
MEDICAL TECH	3	0	0.0	4.7	0.0	18.4	0.0
HEALTH PRACTITIONER	15	5	33.3	3.5	4.2	4.0	5.6
OFFICE MGMT SPEC	13	0	0.0	4.9	0.0	28.8	0.0
TOTALS	511	131	25.6	4.8	4.7	12.7	11.4

Specialist FS-04 to FS-03

FINANCE	1	0	0.0	1.8	0.0	1.8	0.0
HUMAN RESOURCES	20	8	40.0	2.2	2.8	4.3	5.6
GENERAL SERVICES	63	13	20.6	2.3	2.8	3.6	4.1
INFORMATION MGMT	229	56	24.5	3.5	3.5	7.8	6.6
INFO MGMT TECH	34	16	47.1	3.0	3.1	4.5	4.6
DIPLOMATIC COUR	43	1	2.3	4.6	2.3	9.2	4.9
SECURITY OFF	131	92	70.2	2.2	2.4	4.8	4.9
SECURITY ENGINEER	18	10	55.6	2.9	3.0	3.9	4.4
SECURITY TECHNICIAN	28	3	10.7	2.2	2.2	4.7	4.8
CONSTR ENGR	8	4	50.0	1.9	2.4	1.9	2.4
FACILITIES MAINT	74	11	14.9	4.1	6.7	4.2	6.8
MEDICAL TECH	1	1	100.0	1.8	1.8	3.3	3.3
OFFICE MGMT SPEC	113	6	5.3	5.1	5.4	22.0	22.9
TOTALS	763	221	29.0	3.4	3.1	8.2	5.8

Specialist FS-05 to FS-04

OFFICE MGMT SPEC	162	20	12.3	4.0	4.6	14.5	14.7
TOTALS	162	20	12.3	4.0	4.6	14.5	14.7

Specialist FS-06 to FS-05

OFFICE MGMT SPEC	261	41	15.7	3.3	3.1	6.5	6.6
TOTALS	261	41	15.7	3.3	3.1	6.5	6.6

* A number of officers were competed functionally and multifunctionally. Thus, they are included in both competition groups and the totals are greater than the actual membership of the competition group. If members were promoted multifunctionally in the first session, they were not competed functionally in the second session.

THROUGH THE FILMMAKER'S LENS



Ginsberg edits a scene from "Avenue of Aspirations" on her home computer.

By Tara Boyle

For years, Erica Ginsberg commuted to Foggy Bottom by bus. Each morning, as the S-1 trundled past the embassies and high-rises of 16th Street, she would wonder about the lives of the people outside the bus's window. Why did they choose certain neighborhoods over others? What kind of jobs did they have? Were they newcomers, or longtime residents of Washington?

"Every day, I would get to see this street, the different architecture, the different characters that I kept passing by," recalls Ginsberg. "I thought, if it's all intriguing to me it must be intriguing to somebody else, so why not tell that story?"

For the last three years, Ginsberg has been working on a documentary about the history of 16th Street, titled "Avenue of Aspirations". She is directing and producing the film her-

self and hopes to have it completed within two years. It's one of a series of projects she's worked on recently in what she calls her "second career" as a documentary filmmaker.

"I really think about this being a second career, not a hobby. I often go home after work and it's like another day begins," says Ginsberg, who works as a program officer in the Bureau of Educational and Cultural Affairs.

Sometimes, her two careers have merged. Ginsberg has put together educational and training videos for the Department of State, one of which won a Communicator Award of Excellence. She has also found other ways to merge her interests in international affairs and film. In 1999, she agreed to co-produce "Crucible of War", a documentary about the conflict in the Balkans. The film, which included extensive interviews with ordinary citizens living in the region, has been screened in Washington, D.C., Vancouver, Belgrade, Los Angeles, Madrid and elsewhere.

PEOPLE LIKE YOU

Ginsberg says the film's focus on individual stories makes it powerful for viewers who may not have a deep knowledge of Balkan history. "A lot of people understand the relevance

Leon Gerskovic, a native of Croatia and the film's director, worked closely with Ginsberg as they edited the 40 hours of footage he shot in the Balkans into a 45-minute documentary.



This "screen capture" of the www.cinecitizen.org web site introduces Ms. Ginsberg's film projects.

of the film today. I think the lessons we learn from the Balkans need to be applied to other parts of the world as well," she said.

"In any collaborative project there are lots of ups and downs. We became close friends through this process," Gerskovic said. "Erica is in many ways very strong in her decisions and very diplomatic in the way she presents them."

Ginsberg and Gerskovic frequently barter for each other's time on their film projects. Gerskovic, for example, is the cinematographer for "Avenue of Aspirations". Ginsberg says this is a common practice for documentary filmmakers with tight budgets, and she's working to strengthen the network of documentarians in Washington. Last year, she co-founded Docs in Progress, a forum where filmmakers can show their projects and get feedback from their peers.

"This is a way to give filmmakers a focus group. We're in a city of focus groups, so why not use them as well for filmmakers?" she says.

Although her full-time job at State, her current film and Docs in Progress keep her busy, Ginsberg insists that she still finds time to sleep and "have a life." And with public interest in documentaries growing, she expects filmmaking to be a major part of her life for

years to come. ■

The author is a writer/editor for State Magazine.

PERSONNEL ACTIONS

FOREIGN SERVICE RETIREMENTS

Ahmed, Syed N.	Eustis, Mitsuko	McGrath, Matthew J.
Anderson, Marlee K.	Gallant, Kim K.	Murphy, John C.
Andrews, Chris	Gradisher, Thomas D.	Perry, L. Charlene
Beltz, David D.	Gregory, Patricia Ann	Raikes, Patricia Jean
Bonilla-Newman, Victor J.	Guthrie, Herman R.	Schenck, Charles C.
Brion, Kathleen A.	Hanford, Janet J.	Schlaikjer, Stephen A.
Bunton, Cynthia Regina	Herkert, Richard J.	Schwerdt, Gerald N.
Byrnes, Shaun M.	Jacobs, Susan S.	Senko, Michael James
Campos, Stephan D.	Keppler Jr., William Edmund	Shapiro, David M.
Carey, Glenn William	Le Maistre, Alice C.	Shelly, Christine Deborah
Chew, Roberta L.	Lindsey, Amy D.	Shinnick, Richard J.
Comiskey, Thomas J.	Linskey, Dennis M.	Strickler, Valerie G.
Dektor, Jeffrey B.	Lord, Christopher D.	Trainham, Rosa E.
Duchateau, Philippe I.	Louis, Jean Anne	Williams, Nicholas Malcolm
Essex, Thomas Howard	McCourt, Doris M.	Young, Johnny

CIVIL SERVICE RETIREMENTS

Abney, Charline E.	Kowalski Jr., Harold W.
Belt, Regina L.	Martin, Ann Jeryl
Bournes, Shelby Joyce	Mullican, William R.
Bowie, William C.	Oherron, Thomas F.
Brennan, Sarah C.	Perry, Gloriesteen G.
Bukowski, Marie-Madeleine	Regalo-Warren, Patricia
Carter, Patricia A.	Roots-Wiggins, Lilly R.
Clark, Melvin	Scarfo, Claudette M.
Deans, Norman	Shaffer, Carolyn Jean
Egener, Waide	Sulak, Arlette A.
Esper, Richard M.	Testo, Catherine
Feinstein, Steven David	Tufo Jr., Joseph A.
Gravett, Roberta Ann	Valdez, Constance H.
Harrell, Clara J.	Walker, Dimple McKinley
Hawkins, Nannie Beatrice	Whitehead, Mae R.
Hood, Travis J.	Wood, Harlee E.

O B I T U A R I E S

Gerald S. Bushnell, 90, a retired Foreign Service officer, died Jan. 14 in Doylestown, Pa. He served in Germany with the Marshall Plan from 1948 to 1954. He then joined the Foreign Service and held administrative positions in France, Pakistan and Iran. After retirement, he was an active community member in Cooperstown, N.Y., and Doylestown.



Boyd Edward Harris, 75, a retired Civil Service employee with the U.S. Information Agency, died Dec. 4 of cancer in Falls Church, Va. After retiring from the Air Force, he joined USIA in 1969. He was chief of the domestic personnel division when he retired in 1980. He served the Department as a personnel management consultant until 2001.



Marion Dudenhoefler Hinke, 96, a retired Foreign Service specialist, died Nov. 27 in Livermore, Ca. Her overseas postings included Lisbon and Paris, where she met her husband, Foreign Service Officer Frederick W. Hinke. She followed him to a posting in Monrovia. They retired in 1958 to Santa Barbara, Ca., and she moved to San Francisco after her husband's death. She enjoyed a second career in interior decorating.

Earl K. Newton, 93, a retired Foreign Service officer, died Jan. 11, 2004 in Alexandria, Va., of congestive heart failure. He joined the Department in 1939, resigned in 1942 to enlist in the Navy, and returned to State after the war ended. He

retired to Harpers Ferry, W.Va., in 1968, where his favorite pastime was fishing, and later moved to Alexandria.



Eleanor Ostermeier, 91, a retired Foreign Service specialist, died Dec. 7 of liver disease in Washington, D.C. She was the secretary of James Kemper, founder of Kemper Insurance Agency, and joined the Department when he was named Ambassador to Brazil. Besides Rio, her other overseas postings included London, Ottawa and Paris. After retirement, she worked as the administrative officer at Dunbarton Oaks in Georgetown where she especially enjoyed coordinating the annual concert series.



Jennie Scordo, 78, a retired Foreign Service employee, died Nov. 22 in Syracuse, N.Y., after a long illness. Her overseas postings included London, Moscow, Hong Kong, Bonn, Nicosia, New Delhi and Jakarta. She retired in 1984.

Richard L. Simpson, 82, a retired Foreign Service officer, died Dec. 1 in Holly Hill, Fla. During World War II he served in the Army Air Corps. He joined the U.S. Information Agency in 1955. His overseas postings included Germany, India, Pakistan, Afghanistan, Egypt and Bangladesh. He retired to Florida in 1978.



REMEMBERING PETER WHALEY

Peter F. Whaley, a retired Foreign Service officer who recently made his mark working to promote the Department's popular Foreign Affairs Day, died Jan. 29 of pancreatic cancer at his sister's home in Pittsfield, Mass. He was 54.

Mr. Whaley was an award-winning, often outspoken diplomat who served in central Africa during the 1990s. His assessment, that United Nations shelters in the Congo for Hutus fleeing the Tutsi government in Rwanda created a base for an eventual Hutu reprisal in 1994, won him the William R. Rivkin Award for "intellectual courage and constructive dissent."

Born in Brooklyn, N.Y., he graduated from Tufts University in Massachusetts in 1972 and spent several years

as a writer before joining the Foreign Service as a political officer in 1982, serving in Haiti, Rwanda, Zaire and Bosnia.

But Mr. Whaley was most visible as the Department's high-energy manager of Foreign Affairs Day, an event that drew hundreds of retirees back to the Department each year to network and reminisce. He oversaw nearly every facet of the project, from the morning receptions to the packed award luncheon in the stately Benjamin Franklin Room. Taking a personal stake in the event, he was often seen going from table to table welcoming participants and ensuring entrees were satisfactory and on time.

"That's when he would get into high gear," recalled Florida David, Mr. Whaley's assistant. "He did everything. He knew the right people and where to go. And he was wonderful."

Survivors include his daughter, mother and two sisters. He was divorced.

LYING IN STATE: QUEST FOR CLEARANCE!

From: Dibble, Milt
Sent: Monday, February 07, 2005 8:50 AM
To: Voidner, Maura
Subject: Country Clearance Request

Please clear attached routine country clearance cable.
Thank you.
Milt Dibble
Ickystan Desk Officer



CountryClearance.doc



From: Voidner, Maura
Sent: Monday, February 07, 2005 11:30 AM
To: Dibble, Milt
Subject: RE: Country Clearance Request

Milt,
I've made some changes in teal. DMB clears, but only if DMB/Y, B/NUTZ, C/LOG, W, X and Y also clear.
Thank you.
Maura Voidner
DMB Deputy



CountryClearance.doc



From: Wheaton-Pitts, Yolanda
Sent: Monday, February 07, 2005 2:29 PM
To: Dibble, Milt
Subject: RE: Country Clearance Request

Milt,
See my tracked changes in fuschia. I've added background on the Foreign Minister as well as musical legend Supertramp.
Yolanda



CountryClearance.doc

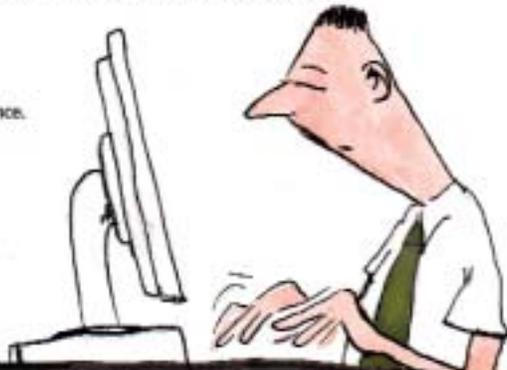


From: Fraggie, Sloon
Sent: Monday, February 07, 2005 5:52 PM
To: Dibble, Milt
Subject: RE: Country Clearance Request

Milt,
See my changes in aqua. Suggest we rework the para on the Foreign Minister to avoid the word "nimrod." Also suggest condensing the discussion of his ear hair. Where's Z clearance?
sf



CountryClearance.doc



AMBER 2005

From: Fingerhut, Bim
Sent: Monday, February 07, 2005 6:30 PM
To: Dibble, Milt
Subject: Out of Office AutoReply: Country Clearance Request

I am out of the office this week. If this is a request to clear a cable, please clear with Len Feltmettle and add the following language to the text where appropriate: "None of this negates the need to floss regularly."
Bim Fingerhut
Z Staff

From: Feltmettle, Leonard
Sent: Monday, February 07, 2005 7:09 PM
To: Dibble, Milt
Subject: RE: Country Clearance Request

See my edits in lime. Thinking outside the box here: why a Country Clearance "Request"? Why not an "Options Review"? Seems a more robust approach, but of course you'll need more clearances.
Len



CountryClearance.doc



From: Hoppins, Gus
Sent: Monday, February 07, 2005 7:16 PM
To: ICK- Office-DL
Subject: Country Clearance Request?

Milt seemed a bit distracted when he ran screaming out the door just now - must have forgotten this country clearance request. Let's all remind him to get started on clearances tomorrow.

Gus
EUR/ICK Deputy Director



CountryClearance.doc



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